

## **Physics Research Facility Terms Of Use**

### **Equipment Booking**

The facility utilises the Booked reservation website to compliment internal management of equipment use. As such, new users will need to create an account on the Physics Research Facility's unique Booked webpage. When creating an account there will be the opportunity to say what equipment from the list above you are already using and trained on.

After getting onto Booked it is possible to see the instruments open to booking with descriptions and available times under 'Bookings' on the schedule tab. An administrator will assign the relevant groups for the equipment indicated in signing up so that you may make bookings at ease. All rates and costs can be found on our charging schedule webpage.

Times between 9:00 and 17:00 can be selected on the schedule with some restrictions on how close to use a booking can be made e.g. the Hitachi SEM takes an hour to start, this is detailed on the equipment description. After the session is completed the cost will be totalled and billed to the grant code provided by internal users or as an invoice to any external organisations.

If you wish to be trained or should already have access to another instrument you can make a request by sending an email to Physics research technicians. If you are not sure which equipment would be most appropriate please do email us through our contact page.

Users can cancel a training or assisted session up to 24 hours beforehand. To cancel after 24 hours' notice, the user must contact the Senior Technician through our contact page. If users are more than 30 minutes late for an assisted booking, they must contact the Senior Technician, or the booking will be cancelled. Any time that is booked by a user on a device which is not used due to failure to cancel or failure to attend will still be charged as per the published rates.

### **Charges**

The facility runs on an hourly rate and pricing is based on cost recovery.

Invoices will be raised monthly and sent to users for payment. Non-payment of invoices within 3 months of the invoice being raised will result in sanctions by the facility including bans.

Users internal to KCL must submit an activity code with their booking to cover payment.

For external users, including those from LCN, a billing address and contact details are required with booking.

## **Training**

It is mandatory for all those who wish to use the devices to undertake the requisite training. All training requests should be directed to our training and access form. Exceptions may be permitted where requestors have used the device in another institution and are already experienced. Regular users of the devices only need to take the training session once. The training fee is calculated per session, which will vary from 1 hour of training to half a day depending on the device.

The training session should be booked in addition to the first practical session as little data is likely to be acquired in the first use.

## **Operator Assistance**

Operator assistance is available in 15 minute segments, the cost of which will be billed and can be calculated from our charging schedule.

## **Access**

The devices will be available to use (once training has been completed) for external users from 9:00 to 17:00 on any day that the university is open subject to equipment and staff availability.

For experienced internal users, the devices may be available to use outside these hours on days that the university is open. In such cases normal booking arrangements still apply in addition to obtaining permission from the relevant technician.

## **Management**

The devices are managed by the Physics Department's Technical Services Manager